R E P O R T R E S U M E S

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A STUDY OF HEALTH AND RELATED SERVICE OCCUPATIONS IN WISCONSIN.

WISCONSIN STATE EMPLOYMENT SERVICE, MADISON

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THE SURVEY WAS CONDUCTED AT THE REQUEST OF REPRESENTATIVES OF VARIOUS HEALTH ORGANIZATIONS TO DETERMINE THE PRESENT AND FUTURE EMPLOYMENT NEEDS IN 10 OCCUPATIONS IN WHICH THERE MIGHT BE A SHORTAGE OF MANPOWER AND IN WHICH PERSONS COULD BE TRAINED UNDER THE PROVISIONS OF THE AREA REDEVELOPMENT AND MANPOWER DEVELOPMENT AND TRAINING ACTS. A QUESTIONNAIRE WAS MAILED TO 519 NURSING HOMES, 265 HOSPITALS, AND 44 COUNTY HOMES. OF THAT TOTAL, 43 PERCENT RESPONDED. OCCUPATIONS SURVEYED WERE ASSISTANT LABORATORY TECHNICIAN, COOK, FOOD SERVICE WORKER, HOUSEKEEPING AIDE, WARD MAID, MEDICAL ASSISTANT, NURSING ASSISTANT, OCCUPATIONAL THERAPY ASSISTANT, OPERATING ROOM ASSISTANT, AND WARD CLERK. THERE WERE 14,227 PERSONS EMPLOYED, AND THERE WILL BE A NEED FOR 1,860 NEW WORKERS BY THE END OF 1965. THE GREATEST NEED WILL BE FOR 1,118 NURSING ASSISTANTS, 184 WARD MAIDS, AND 177 FOOD SERVICE WORKERS. (PA)

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a study of—

HEALTH and RELATED SERVICE OCCUPATIONS in WISCONSIN

VT 01086

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presented by

WISCONSIN STATE EMPLOYMENT SERVICE

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THE INDUSTRIAL COMMISSION

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION

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I. INTRODUCTION TO THE STUDY

Statement of Purpose and Coverage

In the latter part of 1963 representatives of the Wisconsin Hospital Association, the State Department of Nurses, the State Medical Society, the State Board of Vocational and Adult Education, the University of Wisconsin and the Wisconsin State Employment Service met to discuss the possibility of exploring future manpower requirements in various sub-professional health and related service occupations. As a result of this meeting and various subsequent discussions, the Wisconsin State Employment Service decided to survey all hospitals, county homes and nursing homes in Wisconsin to determine present employment and future employment needs in ten selected occupations.

In determining which occupations were to be included in the survey, consideration was given to (a) those occupations which, on the basis of available data, were felt to be shortage occupations and (b) those occupations for which persons might be trained under the provisions of the Area Redevelopment and Manpower Development and Training Acts. Once the occupations to be included were determined, it was necessary to prepare descriptions of the occupations which were both current and accurate. The State Department of Nurses and the State Board of Health, Division of Chronic Disease and Aging provided valuable assistance in preparing these definitions.

Since the primary purpose of the survey was to determine manpower needs in the selected occupations, the questionnaire to be used was simply constructed to solicit only data pertaining to present and future employment levels. Copies of the introductory letter, the occupational descriptions, the questionnaire and the instructions for completing the questionnaire are attached.

On Monday, December 30, 1963, survey materials were mailed to 828 health institutions throughout the State of Wisconsin. This mailing covered 519 nursing homes, 265 hospitals and 44 county homes. There were no secondary mailings nor follow-up requests for returns. By January 31, 1964, over forty-one percent of all questionnaires had been returned. By February 7, 1964 when the data on the questionnaires was tallied a return of nearly forty-three percent had been received. By type of institution the rate of return was highest for hospitals (53.2%), followed by county homes (52.3%) and nursing homes (37%). By geographical location, returns were received from all counties in the state except Dunn, Florence, Iron, Menominee and Ozaukee Counties.

HIGHLIGHTS OF THE STUDY

High two year growth rates were reported for all occupations being studied. Growth rates ranged from fourteen percent for Food Service Workers to seventy-seven percent for Occupational Therapy Assistants.

Hospitals accounted for more than seventy-five percent of the total employment reported in this survey.

More than fifty percent of the employees included in this survey are employed as Nursing Assistants.

Seventy-five percent of all employees reported were full-time employees. Hospitals reported higher percentages of full-time employees than did nursing homes or county homes. Nursing homes reported higher percentages of part-time employment than did hospitals and county homes.

Present training programs equal or exceed current openings in only two survey occupations, Assistant Laboratory Technician and Nursing Assistant.

Survey respondents reported needs for more than 3,300 trained full-time employees by the end of 1965, more than half of which are for Nursing Assistants.

An overwhelming majority of respondents indicated their willingness to hire persons trained under the provisions of the Area Redevelopment Act or the Manpower Development and Training Act.

CONCLUSIONS AND RECOMMENDATIONS

A Growing Industry

Recent studies, including the Wisconsin Manpower Outlook which surveyed professional, semiprofessional and technical occupations, indicate that Health and Welfare occupations will continue to experience greater growth during the 1960's than many other occupational groups. This survey, with its indicated needs and rates of growth, substantiates such reports.

Among the reasons for the increasing demand in health service occupations are our expanding and aging population, our increasing health consciousness, and the rapid increase of expenditures for medical research and expanded facilities. A dozen respondents to this survey indicated they are presently planning expansion programs which would increase both their physical plant and the number of employees needed to staff it.

The cumulative needs reported by respondents are for full-time employees. Not all of the needs reported will be new positions, since some respondents considered turnover when preparing their estimates. Although primary consideration is normally given to full-time employment opportunities, it is also expected that part-time employment will show proportionate increases in the health and related service occupations. Such employment is an increasingly important source of supplemental income for housewives, semi-retired workers and students.

The estimates of future employment opportunities reported in this study are conservative. Many employers not included here will have additional needs of their own and continued emphasis on medical care will provide many other related opportunities. For those persons interested in and considering employment in the field of health and welfare, employment opportunities are expected to be abundant during this decade and in the years to come.

Career Opportunities

The high rate of response received in this survey indicates the interest many employers have in obtaining qualified personnel. Frequently, employers experience difficulty in finding persons who are even interested in this type of work. Often, persons seeking employment or attempting to decide upon a vocational career are completely unaware of the opportunities awaiting them in the field of health and related services. In the consideration of career opportunities, attention is sometimes given to only the professional, semi-professional and technical occupations. Many less demanding but equally as rewarding occupations receive little consideration.

To emphasize the opportunities in health service occupations, it should be pointed out that in 1962 more than two million people were employed in the health field and over one-third of these workers were employed as auxiliary nursing workers such as aides, attendants and assistants. Educational and other requirements for work in the health field are as diverse as the health occupations themselves. Thus, anyone interested in people, and in providing care for the sick and injured, should be encouraged to fully investigate possibilities in the field of health.

Vocational counselors should be aware of these opportunities and should provide counselees with a realistic appraisal of the opportunities available. Many of these occupations would provide suitable careers for our youth, older workers, handicapped workers and other economically disadvantaged persons. The number of part-time opporutnities and the availability of work on a split or evening shift basis might be especially interesting to older women who are entering or re-entering the labor market. A job which appears to some as dead end or undesirable appears to others as a well suited career.

Nature of the Work

Health service workers are employed in hospitals, clinics, laboratories, nursing homes, private offices and patient's homes. Employment opportunities exist in big cities and small towns. As with any job, there are advantages and disadvantages to be considered. Employment is usually steady, although employees may be required to work for long periods of time without relief or they may work a few hours at a time during different periods of the day. Although the work is usually performed in clean, modern surroundings, tending to the needs of the sick and injured often requires a strong constitution. Wages paid to employees in this industry are not as high as those paid for many other types of work but there has been some improvement in recent years. Health service workers do, however, experience the satisfaction of helping those in need and can sense a certain feeling of accomplishment from useful work. One of the greater advantages to this type of work is the high degree of transferability of skills. Persons required to leave employment in one area for a move to another area can often find new employment with relative ease. Such mobility of skills is very important to persons depending upon such employment as either their primary or secondary source of income.

Cleanliness and a strong desire to serve others are important attributes for persons considering employment in this field.

Need for Action

Continued growth in the health service field depends upon the availability of qualified personnel to provide necessary services. The realization of an adequate supply of workers requires action in many areas.

Rates of Pay

One problem frequently mentioned and often discussed regarding the shortage of qualified employees is the rate of pay in these occupations. Potential employees often have valid reasons for bypassing such employment since they are capable of earning higher wages in other industries and occupations. On the other hand, employers feel they are not able to offer higher wages since their income for services provided is insufficient to permit the payment of such wages and this was pointed out by many survey respondents, primarily nursing homes. To some extent this argument is true. In many instances, the rates paid to health institutions for services rendered are inadequate to permit the payment of attractive wages and cover all other costs of full-time care. Prompt, effective steps are necessary to reduce such problems and arrive at a more equitable scale of payments to both employers and employees.

Hiring Requirements

The hiring requirements used by some employers also need revision to the extent that they are unrealistic or too demanding. It is common for an employer to seek the best person available for any job opening which he has. Educational, physical and skill requirements are often unrealistic to the extent that they are unnecessary for successful job performance. Such requirements can be obstructive in the recruiting of personnel if potential employees are aware of their own abilities and are familiar with the hiring requirements of other employers and other jobs.

Such requirements are a contributing factor to turnover among employees. An employee who is working far below his skill capacity is not normally a happy employee and will, when the opportunity arises, go on to better things. An employee working at or near the top of his abilities is normally a good worker and is a steady, reliable employee. Thus employers are urged to re-evaluate their requirements in terms of realistic job needs. In many instances in which jobs now go begging, it might be found that qualified and effective workers can be obtained from the ranks of our youth, less-educated, handicapped or older workers. The full utilization of our manpower resources at all skill levels is both worthwhile and necessary.

Training Needs

Sound management practices, attractive wages and working conditions and interest in health and welfare employment will not necessarily provide sufficient numbers of trained workers. There must be facilities to provide training to those persons interested in such employment. Such facilities must include both the physical necessities and qualified teaching personnel and when facilities are available they should be fully utilized.

Recognizing the need for Laboratory Assistants, described in the survey as Assistant Laboratory Technicians, the American Society of Clinical Pathologists has recently prescribed the essentials for the establishment of training programs for this occupation. Such a program has been established in Wisconsin and is in operation on a limited basis. Investigations are currently underway to determine what assistance the Manpower Development and Training Act might be in expanding this program.

The American Occupational Therapy Association has long recognized the need and value in training persons for employment as Occupational Therapy Assistants. It is hoped that such training programs will be established in the near future.

The provisions of the Area Redevelopment Act have been utilized in Wisconsin for the training of Nursing Assistants. To date, more than one hundred persons have completed such training and over eighty percent have obtained jobs.

It is both expected and hoped that past co-operation between agencies concerned with health institutions will continue. It is hoped that needed additional training programs will be established, whether the training is done by employers, educational institutions or special training centers. It is also hoped that the provisions of the Area Redevelopment Act and the Manpower Development and Training Act will be fully utilized in Wisconsin as a tool for expansion of needed training.

PART II

Statewide Survey Findings

In considering the format for the presentation of the study findings it was decided to treat each occupation included in the survey individually. In this manner it is possible to present all data pertaining to each occupation at one time, thereby eliminating the necessity of scanning various tables for appropriate data.

The tabular summaries of the total responses received are presented as Exhibits E through H at the end of this report.

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Assistant Laboratory Technician

Assists medical technologist by performing one or more routine laboratory tests and related duties in a clinical laboratory. Stores and labels plasma. Prepares sterile media. Incubates cultures. May make preliminary identification of common types of bacterial cultures for confirmation by medical technologist. Cleans and sterlizes laboratory equipment, glassware and instruments. Prepares solutions, reagents, and stains, following standard laboratory formulas and procedures. Maintains laboratory stock of chemicals and glassware. May collect specimens from patients.

	Reported Present Employment			Now In	Current	1964-1965 Cumulative
	Total	Full-Time	Part-Time	Training	Openings	Needs
All Institutions	254	184	70	24	22	79
Hospitals	241	174	67	19	21	75
Nursing Homes	10	8	2	5	0	4
County Homes	3	2	1	0	1	0

Nearly ninety-five percent of the employment in this occupation was reported by hospitals. Seventy-two percent of the employees were reported to be full-time employees. While the survey results show that the number of persons now in training for this occupation exceeds the number of current openings, future employment opportunities are expected to be good for trained persons. While the two-year cumulative needs reported by survey respondents may not be numerically high, they do indicate a thirty-one percent growth rate for that period. As with all occupations included in the survey, this is a high rate of growth. This rate of growth seems to be tied in with the physical growth which is occurring at many health centers. Numerous survey respondents reported that although they could not accurately state future needs, they did expect to add employees after completing present or future expansion of facilities. It should be mentioned that the two-year needs reported by respondents include only the full-time workers they expect to require.

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Cook, Institutional

Works under the supervision of a dietitian or food service supervisor. Prepares or assists in the preparation of a complete meal in an institutional kitchen. May prepare meals for persons requiring special diets.

	Reported Present Employment			Now In Training	Current Openings	1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time			
All Institutions	861	643	218	12	25	201
Hospitals	511	408	103	4	17	94
Nursing Homes	289	182	107	8	8	78
County Homes	61	53	8	0	0	29

Over sixty percent of the responding institutions reported employment of one or more persons in this occupation. About three-fifths of the employees work in hospitals and another one-third work in nursing homes. Nearly three-fourths of all the employees are full-time workers. Full-time employment is most frequent in county homes and least frequent in nursing homes. The two year growth rate for trained full-time workers is twenty-three percent. Employment opportunities lie primarily in hospitals and nursing homes but nursing homes show a greater growth rate (27%) than do hospitals (18%).

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Food Service Worker

Works under the supervision of a dietitian or food service supervisor. Duties may include assisting in various steps of food preparation, setting up and serving trays, serving on cafeteria line, dish and utensil washing, care and storage of food, keeping records, and other miscellaneous duties in the kitchen and other areas of the food department.

	Reported Present Employment			Now In Training	Current Openings	1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time			
All Institutions	2,203	1,318	885	27	41	322
Hospitals	1,713	1,052	661	19	32	249
Nursing Homes	316	167	149	7	9	51
County Homes	174	99	75	1	0	22

In terms of total number of employees this was the second largest occupation included in the survey, with hospitals accounting for more than three-fourths of the reported employment. Part-time employment was reported to be more frequent in this occupation than in any other included in the study, with over forty percent of all employees working less than full-time. Hospitals reported the highest percentage of full-time workers (61%) while nursing homes reported the lowest (52%). The amount of part-time employment was not surprising, since many institutions, health and other non-related, utilize part-time workers extensively in preparing for, serving and cleaning up after meal periods. Even with the high proportion of part-time employees, the cumulative needs for full-time workers show a fourteen percent growth rate over the two year period. Along with an increase in full-time employment opportunities it might also be reasonable to expect additional part-time opportunities. Thus, for those persons interested in the broad field of food preparation, this occupation seems to offer good opportunity for either full-time or part-time employment. In addition, experience in this occupation may well serve as a stepping stone to employment in the field of cooking.

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Housekeeping Aide

Under the supervision of the housekeeper, supervises the work of the cleaning personnel of a hospital or institution, usually performing part of the work herself. Assigns duties to workers. Gives out supplies and equipment. Inspects work to determine that prescribed standards of efficiency and cleanliness are met. Has charge of linens, cleaning equipment, and supplies. Takes periodic inventories. In some institutions, assigns certain patients or inmates to assist employees in the cleaning work.

	Reported Present Employment			Now In Training	Current Openings	1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time			
All Institutions	608	468	140	7	27	132
Hospitals	386	310	76	5	26	88
Nursing Homes	197	134	63	2	1	32
County Homes	25	24	1	0	0	12

Nearly two hundred respondents reported persons employed in this occupation. While hospitals employ the majority of these people, more nursing homes than hospitals reported the existence of the occupation within their institution. In terms of total employment hospitals accounted for sixty-three percent of the workers and nursing homes for thirty-two percent. Almost seventy-seven percent of the employees are full-time workers. However, while ninety-six percent of the county home employees and eighty-percent of the hospital employees are full-time workers, only sixty-eight percent of the nursing home employees are full-time workers. The two year growth rate for full-time workers in this occupation is twenty-one percent. Although the employment opportunities in this occupation may not be as numerically high as for some other survey occupations it should be pointed out that many respondents indicated a relationship of this occupation to that of Ward Maid, the latter having greater opportunities both in terms of numerical needs and growth rate.

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Maid, Ward

Performs cleaning duties in a hospital ward, such as mopping floors, cleaning windows, woodwork, and furniture, and rugs. Attends to patients' plants and flowers. May serve patients' meals and remove empty trays and dishes.

	Reported Present Employment					1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time	Training	Openings	
All Institutions	1,473	1,182	291	13	36	330
Hospitals	1,184	982	202	13	29	232
Nursing Homes	227	151	76	0	6	79
County Homes	62	49	13	0	1	19

Employment levels in this occupation ranked third highest among the occupations being studied. Better than eighty percent of these workers are hospital employees and a like percentage are full-time workers. Only nursing homes show a significantly different percentage of full-time employees, reporting that only two-thirds of their ward maids are full-time employees. The number of full-time workers needed over the two year period was the second highest reported by respondents. The growth rate of twenty-two percent was one of the lowest for the study. However, this growth rate is still considered high and employment opportunities should be good. As mentioned in the discussion for Housekeeping Aides, many respondents reported a relationship between the Ward Maids and Housekeeping Aides.

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Medical Assistant

May be employed in a physician's office or in a hospital. Duties include preparing patients for the physician's examination, cleaning and sterilizing gloves, instruments, and other supplies; preparing the examining room; assisting in the collection of specimens; performing simple laboratory tests and x-ray procedures; and assisting with or carrying out treatments prescribed by the physician. May receive patients, make appointments, complete insurance forms, collect fees, type business letters, and assist in keeping medical records.

	Reported Present Employment			Now In	Current	1964-1965 Cumulative
	Total	Full-Time	Part-Time	Training	Openings	Needs
All Institutions	116	81	35	3	10	41
Hospitals	72	57	15	1	9	27
Nursing Homes	40	21	19	2	0	13
County Homes	4	3	1	0	1	1

While total employment in this occupation ranked ninth in the survey, it was not expected that this occupation would be of major importance in the survey. It is felt that a majority of the persons working in this occupation are employed by medical clinics or private physicians. Over sixty percent of those employees reported in this survey are employed by hospitals and approximately seventy percent are working full-time. The percentage of full-time employees differs to a great extent between hospitals and county homes and nursing homes. In hospitals and county homes at least three-fourths of the employees work full-time, while in nursing homes only slightly more than half of the employment is full-time. While the cumulative needs as reported by respondents may not be numerically large the thirty-five percent growth rate for trained full-time workers is felt to be more significant and a more accurate forecast for the occupation as a whole. Again, because of the fact that surveyed institutions represent only a small portion of the employees in this occupation, it is felt that the reported needs are conservative and that future full-time employment opportunities will be very good.

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Nursing Assistant

Assists professional nursing staff by performing routine duties in caring for patients. May be male or female according to needs of employing institution. Male nurse assistants are sometimes referred to as orderlies.

	Reported Present Employment			Now In Training	Current Openings	1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time			
All Institutions	8,063	6,293	1,770	261	250	1,991
Hospitals	6,104	4,886	1,218	212	217	1,337
Nursing Homes	1,313	913	400	22	27	465
County Homes	646	494	152	27	6	189

This occupation accounted for more than half of the total employment reported by survey respondents. Although hospitals accounted for more than three-fourths of these employees, nursing homes and county homes also reported significantly large employment in this occupation. Seventy-eight percent of all employees were reported to be full-time workers. The largest percentage of full-time workers was reported by hospitals (80%) and the lowest by nursing homes (69%). This occupation is one of two included in the survey for which the number of present trainees equalled or exceeded current openings. Even so, employment opportunities appear to be good. The reported needs for full-time workers indicate a two year growth rate of twenty-four percent. Numerically, this occupation accounted for nearly sixty percent of the total needs for all survey occupations.

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Occupational Therapy Assistant

Under the supervision of a registered occupational therapist, assists in conducting occupational therapy programs for patients in hospitals, nursing homes, and other health agencies. Assists in the development and execution of general activity programs which are planned to maintain physical, mental, and social abilities of patients. Assists the registered occupational therapist in carrying out individual specific treatment programs designed to improve physical or mental health. Prepares materials for patients' activities; takes care of supplies, equipment, and records; maintains work area; teaches appropriate activity to patients in individual or group situations.

	Reported Present Employment			Now In Training	Current Openings	1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time			
All Institutions	90	68	22	4	19	70
Hospitals	67	55	12	1	11	36
Nursing Homes	11	6	5	3	6	31
County Homes	12	7	5	0	2	3

Although the number of employees in this occupation was lower than any other occupation studied, it is probably one of the most significant in terms of future employment opportunities. The cumulative needs as reported by respondents indicate a two year growth rate of over seventy-seven percent. This is more than double the rate for any other survey occupation. As with other survey occupations, hospitals employ the majority of these employees, seventy-four percent, with the remaining one-fourth nearly evenly divided among county homes and nursing homes. Three-fourths of the employees are full-time workers, but this differs by type of institution. While less than one-fifth of the hospital employees are part-time workers, better than forty percent of these workers in both nursing homes and county homes are part-time workers. Since the cumulative needs refer to full-time workers, the incidence of part-time employment bears some discussion. Many respondents, nursing homes in particular, stated that while they desire the services of an occupational therapy assistant it is not feasible for them to employ such a person. Reasons given involved both the recruitment and retention of such employees and were usually based on their inability to offer full-time employment and/or attractive wages. An oft-suggested solution to these problems was the hiring of one employee by a group of institutions, the employee distributing his time and services among these institutions which would be located in the same general geographic area. Such an idea, if accepted, would of course provide additional full-time employment opportunities. Another fact that might give credence to the future needs in this occupation is the growing recognition and acceptance that it is receiving both by professional organizations and private institutions.

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Operating Room Assistant

Assists nursing and medical staff before and during operation by performing any combination of following tasks: washes, shaves, and sterilizes operative area of patient. Places equipment and supplies in operating room according to surgeon's directions, and arranges instruments as specified by nurse, general duty. Assists members of operating team to don gowns and gloves. Maintains specified supply of such fluids as plasma, saline, blood, and glucose for use during operatinn. Adjusts lights and other equipment as directed. Washes and sterlizes used equipment, using germicides, autoclave, and sterilizer. Cleans operating room. May count sponges, needles, and instruments used during operation. May assist in administering blood, plasma, or other injections and transfusions. May hand surgeon instruments and supplies, hold retractors and cut sutures, as directed during operation.

	Reported Present Employment			Now In Training	Current Openings	1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time			
All Institutions	235	205	30	13	34	80
Hospitals	233	203	30	13	34	80
Nursing Homes	2	2	0	0	0	0
County Homes	0	0	0	0	0	0

Only two institutions outside of hospitals reported having an employee in this occupation. Better than eighty-seven percent of the reported employees are full-time workers, this being the highest percentage of all occupations included in the study. The difference between current trainees and openings was also the third highest. The two year needs for eighty full-time workers indicate a growth rate of thirty-four percent over the same time span.

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Ward Clerk

Prepares and compiles records in hospital nursing unit, such as obstetrics, pediatrics, or surgery: Records name of patient, address, and name of attending physician to prepare medical records on new patients. Copies information, such as patient's temperature, pulse rate, and blood pressure from nurses' records onto patient's medical records. Records diet instructions. Keeps file of medical records on patients in unit. Prepares notice of patient's discharge to inform business office. Requisitions supplies designated by nursing staff. Answers telephone and relays messages to patients. Directs visitors to patients' rooms. Distributes mail, newspapers, and flowers to patients. May assist in patient care and services, such as dressing and feeding patient.

	Reported Present Employment			Now In Training	Current Openings	1964-1965 Cumulative Needs
	Total	Full-Time	Part-Time			
All Institutions	324	254	70	4	28	123
Hospitals	261	208	53	2	28	116
Nursing Homes	13	10	3	2	0	7
County Homes	50	36	14	0	0	0

Only fifty-three respondents reported employing personnel who perform the tasks described for this occupation. Ninety-six percent of these employees are employed by hospitals or nursing homes, with hospitals accounting for more than four-fifths of the total employment. Over three-fourths of the workers in this occupation are full-time employees. While the two year needs for full-time workers rank sixth among the occupations studied in this survey, the two year growth rate of thirty-eight percent is the second highest among the ten occupations studied.

Part III

Appendix

Exhibit A

The enactment of recent legislation may be of help in providing trained personnel in some of the health service occupations. The Area Redevelopment Act of 1961 and the Manpower Development and Training Act of 1962 provide for the establishment and carrying out of occupational training programs aimed at alleviating unemployment and maximum development and utilization of our manpower resources. In order to attain these long-range objectives, it is necessary to determine current and anticipated manpower needs and the needs of our manpower resources. As part of the effort to determine these needs, the Wisconsin State Employment Service is presently conducting a survey of medical institutions to determine occupational needs in a group of health and related service occupations.

The survey has the endorsement of the Wisconsin Hospital Association, the State Department of Nurses, the State Board of Health, the Wisconsin Association of Nursing Homes, Inc., the Wisconsin Council of Homes and Hospitals, and the State Board of Vocational and Adult Education.

Your participation in this survey by completing and returning the enclosed questionnaire will be greatly appreciated. Results of the survey, when completed, will be available to all interested parties.

Thank you for your interest and co-operation.

Wisconsin State Employment Service

F. J. Walsh

F. J. Walsh
Director

FJW:TR:em
Enclosure

Industrial Commission
Wisconsin State Employment Service

Research and Statistics

Exhibit B

Survey of
Health and Related Service
Occupations

Instructions

1. Enclosed is a list of definitions covering each of the occupations being surveyed. Please review each occupational description, bearing in mind that persons engaged in these occupations may perform some or all of the duties described and in some cases may perform additional related duties. In the event you do not presently employ or expect to employ anyone in an occupation listed, skip that occupation and go on to the next.

2. Complete the enclosed questionnaire as follows:

   a. Column 2 - enter the total number of persons presently employed by you in each occupation. Be sure to include those persons who, although being trained on-the-job, are being paid for their work.

   b. Column 3 - enter the number of those persons included in column 2 who are full-time employees.

   c. Column 4 - enter the number of those persons included in column 2 who are part-time employees.

   Note: The sum of columns 3 and 4 should equal column 2.

   d. Column 5 - enter the number of persons presently being trained by you for future employment in each occupation. Include all trainees, whether they will be eventually employed by you or by another institution. (Do not include those on-the-job trainees reported in columns 2-4.)

   e. Column 6 - enter the number of additional trained full-time workers you currently need for each occupation.

   f. Column 7 - estimate as accurately as possible the number of additional full-time workers you will need in each occupation by the end of 1964.

   g. Column 8 - estimate as accurately as possible the number of additional full-time workers you will need in each occupation by the end of 1965.

3. If there are additional occupations you wish to include on the questionnaire, please feel free to do so. For each occupation added, provide the same information requested above.

4. Answer the question at the bottom of the page and enter any comments that you wish to make regarding this survey.

5. Return the completed questionnaire in the enclosed postage-free envelope.

Industrial Commission
Wisconsin State Employment Service

Research and Statistics

Exhibit C

Survey of
Health and Related Service
Occupations

Description of Occupations

ASSISTANT LABORATORY TECHNICIAN...Assists medical technologist by performing one or more routine laboratory tests and related duties in a clinical laboratory. Stores and labels plasma. Prepares sterile media. Incubates cultures. May make preliminary identification of common types of bacterial cultures for confirmation by medical technologist. Cleans and sterilzes laboratory equipment, glassware and instruments. Prepares solutions, reagents, and stains, following standard laboratory formulas and procedures. Maintains laboratory stock of chemicals and glassware. May collect specimens from patients.

COOK, INSTITUTIONAL...Works under the supervision of a dietitian or food service supervisor. Prepares or assists in the preparation of a complete meal in an institutional kitchen. May prepare meals for persons requiring special diets.

FOOD SERVICE WORKER...Works under the supervision of a dietitian or food service supervisor. Duties may include assisting in various steps of food preparation, setting up and serving trays, serving on cafeteria line, dish and utensil washing, care and storage of food, keeping records, and other miscellaneous duties in the kitchen and other areas of the food department.

HOUSEKEEPING AIDE...Under the supervision of the housekeeper, supervises the work of the cleaning personnel of a hospital or institution, usually performing part of the work herself. Assigns duties to workers. Gives out supplies and equipment. Inspects work to determine that prescribed standards of efficiency and cleanliness are met. Has charge of linens, cleaning equipment, and supplies. Takes periodic inventories. In some institutions, assigns certain patients or inmates to assist employees in the cleaning work.

MAID, WARD...Performs cleaning duties in a hospital ward, such as mopping floors, cleaning windows, woodwork, and furniture, and rugs. Attends to patients' plants and flowers. May serve patients' meals and remove empty trays and dishes.

MEDICAL ASSISTANT...May be employed in a physician's office or in a hospital. Duties include preparing patients for the physician's examination, cleaning and sterilizing gloves, instruments, and other supplies; preparing the examining room; assisting in the collection of specimens; performing simple laboratory tests and x-ray procedures; and assisting with or carrying out treatments prescribed by the physician. May receive patients, make appointments, complete insurance forms, collect fees, type business letters, and assist in keeping medical records.

O V E R

NURSING ASSISTANT...Assists professional nursing staff by performing routine duties in caring for patients. May be male or female according to needs of employing institution. Male nurse assistants are sometimes referred to as orderlies.

OCCUPATIONAL THERAPY ASSISTANT...Under the supervision of a registered occupational therapist, assists in conducting occupational therapy programs for patients in hospitals, nursing homes, and other health agencies. Assists in the development and execution of general activity programs which are planned to maintain physical, mental, and social abilities of patients. Assists the registered occupational therapist in carrying out individual specific treatment programs designed to improve physical or mental health. Prepares materials for patients' activities; takes care of supplies, equipment, and records; maintains work area; teaches appropriate activity to patients in individual or group situations.

OPERATING ROOM ASSISTANT...Assists nursing and medical staff before and during operation by performing any combination of following tasks: washes, shaves, and sterilizes operative area of patient. Places equipment and supplies in operating room according to surgeon's directions, and arranges instruments as specified by nurse, general duty. Assists members of operating team to don gowns and gloves. Maintains specified supply of such fluids as plasma, saline, blood, and glucose for use during operation. Adjusts lights and other equipment as directed. Washes and sterilizes used equipment, using germicides, autoclave, and sterilizer. Cleans operating room. May count sponges, needles, and instruments used during operation. May assist in administering blood, plasma, or other injections and transfusions. May hand surgeon instruments and supplies, hold retractors and cut sutures, as directed during operation.

WARD CLERK...Prepares and compiles records in hospital nursing unit, such as obstetrics, pediatrics, or surgery: Records name of patient, address, and name of attending physician to prepare medical records on new patients. Copies information, such as patient's temperature, pulse rate, and blood pressure from nurses' records onto patient's medical records. Records diet instructions. Keeps file of medical records on patients in unit. Prepares notice of patient's discharge to inform business office. Requisitions supplies designated by nursing staff. Answers telephone and relays messages to patients. Directs visitors to patients' rooms. Distributes mail, newspapers, and flowers to patients. May assist in patient care and services, such as dressing and feeding patient.

INDUSTRIAL COMMISSION
WISCONSIN STATE EMPLOYMENT SERVICE

RESEARCH AND STATISTICS
4/64

Survey of Health and Related Service Occupations

Occupation	Present Employment			Number Now In Training	Number of Trained, Full-Time Workers Needed		
	Total	Full-Time	Part-Time		Current Openings	By End Of 1964	By End of 1965
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Assistant Laboratory Technician							
Cook, Institutional							
Food Service Worker							
Housekeeping Aide							
Maid, Ward							
Medical Assistant							
Nursing Assistant							
Occupational Therapy Assistant							
Operating Room Assistant							
Ward Clerk							

If training programs for the above occupations were established under the Area Redevelopment Act or the Manpower Development and Training Act and you were in need of additional employees, would you hire qualified graduates of these programs? Yes _____ No _____

Comments:

Exhibit D

INDUSTRIAL COMMISSION
WISCONSIN STATE EMPLOYMENT SERVICE

RESEARCH AND STATISTICS
4/64

Survey of Health and Related Service Occupations

Occupation	Present Employment			Number Now In Training	Number of Trained Full-Time Workers Needed		
	Total	Full-Time	Part-Time		Current Openings	By End of 1964	By End of 1965
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Assistant Laboratory Technician	254	184	70	24	22	33	46
Cook, Institutional	861	643	218	12	25	102	99
Food Service Worker	2,203	1,318	885	27	41	145	177
Housekeeping Aide	608	468	140	7	27	67	65
Maid, Ward	1,473	1,182	291	13	36	146	184
Medical Assistant	116	81	35	3	10	18	23
Nursing Assistant	8,063	6,293	1,770	261	250	873	1,118
Occupational Therapy Assistant	90	68	22	4	19	34	36
Operating Room Assistant	235	205	30	13	34	38	42
Ward Clerk	324	254	70	4	28	53	70
	4,427						510

If training programs for the above occupations were established under the Area Redevelopment Act of the Manpower Development and Training Act and you were in need of additional employees, would you hire qualified graduates of these programs? Yes _____ No _____

Comments:

Exhibit E - Total Response

INDUSTRIAL COMMISSION
WISCONSIN STATE EMPLOYMENT S RVICE

RESEARCH AND STATISTICS
4/64

Survey of Health and Related Service Occupations

Occupation	Present Employment			Number Now In Training	Number of Trained, Full-Time Workers Needed		
	Total	Full-Time	Part Time		Current Openings	By End Of 1964	By End Of 1965
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Assistant Laboratory Technician	241	174	67	19	21	31	44
Cook, Institutional	511	408	103	4	17	45	49
Food Service Worker	1,713	1,052	661	19	32	108	141
Housekeeping Aide	386	310	76	5	26	42	46
Maid, Aide	1,184	982	202	13	29	98	134
Medical Assistant	72	57	15	1	9	15	12
Nursing Assistant	6,104	4,886	1,218	212	217	525	812
Occupational Therapy Assistant	67	55	12	1	11	17	19
Operating Room Assistant	233	203	30	13	34	38	42
Ward Clerk	261	208	53	2	28	49	67

If training programs for the above occupations were established under the Area Redevelopment Act of the Manpower Development and Training Act and you were in need of additional employees, would you hire qualified graduates of these programs? Yes _____ No _____

Comments:

Exhibit F - Hospital Response

INDUSTRIAL COMMISSION
WISCONSIN STATE EMPLOYMENT SERVICE

RESEARCH AND STATISTICS
4/64

Survey of Health and Related Service Occupations

Occupation	Present Employment			Number Now In Training	Number of Trained Full-Time Workers Needed		
	Total	Full-Time	Part-Time		Current Openings	By End of 1964	By End of 1965
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Assistant Laboratory Technician	10	8	2	5	0	2	2
Cook, Institutional	289	182	107	8	8	41	37
Food Service Worker	316	167	149	7	9	26	25
Housekeeping Aide	197	134	63	2	1	19	13
Maid, Ward	227	151	76	0	6	37	42
Medical Assistant	40	21	19	2	0	2	11
Nursing Assistant	1,313	913	400	22	27	258	207
Occupational Therapy Assistant	11	6	5	3	6	15	16
Operating Room Assistant	2	2	0	0	0	0	0
Ward Clerk	13	10	3	2	0	4	3

If training programs for the above occupations were established under the Area Redevelopment Act or the Manpower Development and Training Act and you were in need of additional employees, would you hire qualified graduates of these programs? Yes _____ No _____

Comments:

Exhibit G - Nursing Home Response

INDUSTRIAL COMMISSION
WISCONSIN STATE EMPLOYMENT SERVICE

RESEARCH AND STATISTICS
4/64

Survey of Health and Related Service Occupations

Occupation	Present Employment			Number Now In Training	Number of Trained, Full-Time Workers Needed		
	Total	Full-Time	Part-Time		Current Openings	By End of 1964	By End of 1965
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Assistant Laboratory Technician	3	2	1	0	1	0	0
Cook, Institutional	61	53	8	0	0	16	13
Food Service Worker	174	99	75	1	0	11	11
Housekeeping Aide	25	24	1	0	0	6	6
Maid, Ward	62	49	13	0	1	11	8
Medical Assistant	4	3	1	0	1	1	0
Nursing Assistant	646	494	152	27	6	90	99
Occupational Therapy Assistant	12	7	5	0	2	2	1
Operating Room Assistant	0	0	0	0	0	0	0
Ward Clerk	50	36	14	0	0	0	0

If training programs for the above occupations were established under the Area Redevelopment Act or the Manpower Development and Training Act and you were in need of additional employees, would you hire qualified graduates of these programs? Yes _____ No _____

Comments:

Exhibit H - County Home Response